Royal Star & Garter

Care with courage





Community Connector – Community Services, Wigan

Candidate information pack – 2 year FTC



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Welcome to Royal Star & Garter

We're delighted to be introducing the Community Connector role at Royal Star & Garter. It's a brand-new role for us and a chance to help shape how we reach veterans and their partners earlier, when a conversation and some practical support can make a real difference. Our new service will launch with pilots in Wigan and Portsmouth.

One day you might help someone work through a form or find specialist benefits advice. Another day you might introduce someone to a local group or help them connect with a service they've been struggling to reach. You'll have time to listen, work out what matters to the person and follow up to see how things have gone.

We're looking for someone warm, resourceful and well organised who takes ownership when something needs sorting out. You'll enjoy getting to know local organisations and building the relationships that make it easier for people to find the right support. As one of our first Community Connectors, you'll help us work out what good support looks like and how we can reach people who may never have come to us before.

If you're a natural solution finder and the idea of building something from the beginning excites you, we'd love to hear from you.

Kelda Fasasi
Assistant Director – Community Services
Royal Star & Garter

The role at a glance

Title: Community Connector

Contract: 2 year FTC

Location: Community-based Wigan (travel across designated geographical areas)

Reports to: Community Clinical Lead

Hours: 37.5 hours per week

Salary: £36,429 per annum

Job description

Purpose

- Working across community settings, including visits to people's homes, the post holder will build trusted relationships, undertake holistic wellbeing assessments, and identify what matters most to each individual.
- Using a strengths-based, person-centred approach, the Community Connector will help people navigate services, remove barriers to wellbeing and connect them with the right support at the right time. This may include access to benefits, housing support, health and social care services, community groups, specialist charities, and Royal Star & Garter's own community services.
- The Community Connector will work collaboratively with statutory, voluntary and community organisations to ensure veterans and their partners receive coordinated, timely and compassionate support that promotes wellbeing, reduces isolation and enables them to live well within their own communities.

Key responsibilities

Assessment & Support

- Undertake holistic wellbeing assessments with veterans and their partners.
- Build trusting relationships through home visits, telephone contact and community appointments.
- Identify physical, emotional, practical, financial and social support needs.
- Agree personalised support plans based on individual goals.
- Regularly review progress and adapt support where required.

Navigation & Coordination

- Provide information, advice and signposting to appropriate services.
- Support individuals to access welfare benefits, grants and financial assistance.
- Identify when specialist advice is required and facilitate referrals.
- Coordinate support across health, social care and voluntary sector organisations.
- Ensure individuals experience a seamless journey through services.

To apply

Send your CV and a covering letter (no more than two sides) outlining how you meet the person specification to: communityservices.jobs@starandgarter.org

Job description - continued

Key responsibilities

Royal Star & Garter Services

- Identify opportunities to access Royal Star & Garter services including:
  - Community Physiotherapy
  - Community Occupational Therapy
  - Day Services
  - Telephone Friendship
  - Respite and Long term care for nursing and dementia care
- Refer appropriately and monitor outcomes.
- Develop positive relationships with health, local authority, housing, veteran and community partners, representing Royal Star & Garter professionally within local networks.

Safeguarding & Risk

Recognise safeguarding concerns and escalate appropriately.
Complete risk assessments where required.
Maintain accurate records of all contacts and interventions.
Ensure confidentiality and information governance requirements are met.

Service Development

Support the growth of Royal Star & Garter Community Services.
Contribute to service evaluation and outcome measurement.
Identify gaps in local provision and opportunities for partnership working.
Share learning and contribute to continuous improvement.

- Community-based with regular travel.
- Flexible working may be required.
- Full UK driving licence and access to a vehicle essential.

Person specification

Essential behaviors / characteristics:

- Compassionate and approachable.
- Excellent listening and communication skills.
- Strong relationship-building abilities.
- Self-motivated and able to work independently.
- Organised with excellent time management.
- Solution-focused and proactive.
- Committed to person-centred practice.

Essential experience / knowledge:

- Experience supporting older people, veterans or vulnerable adults.
- Experience undertaking person-centred assessments.
- Knowledge of health, social care and voluntary sector services.
- Understanding of welfare benefits and community support services.
- Experience working with statutory and voluntary organisations.
- Knowledge of safeguarding adults.
- Excellent IT and record-keeping skills.
- Ability to manage a varied community caseload.

Desirable experience:

- Experience working with the Armed Forces community.
- Knowledge of veterans' welfare and support services.
- Experience in social prescribing, care navigation or community development.
- Experience of partnership development.
- Experience collecting outcome measures.
- Knowledge of the Armed Forces Covenant and VALOUR programme.



Our values

With love

We carry out our work with love, care and compassion.

Living positively

We are optimistic in everything we do, supporting veterans and their families in leading happy, fulfilled lives.

As a family

We work and live as one team, one family, one community.

Standing in their shoes

We show admiration and respect for people and never forget what they have done.

Take courage

We are not afraid to do what is right and what is needed.

Offer

Although we are a charity, we offer a generous package

- £36,429 per annum
- 37.5 hours per week
- Equivalent of 5 weeks holiday per annum plus bank holidays (pro-rata for part-time)
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Life insurance of 3 x salary (until age 70)
- Ten weeks full occupational sick pay before statutory sick pay
- Access to appropriate professional bodies and payment of relevant membership fees after six months of employment
- Learning and development – opportunities to support you in your role

Conditions of employment

Any offer of employment made will be subject to the following conditions:

- Satisfactory references covering the last 5 years from at least two references, including one from your current or most recent employer
- A pre-employment medical screening
- Enhanced DBS Disclosure
- Proof of the Right to Work in the UK

Confirmation in post will be subject to:

- A satisfactory 6-month probationary period.

About us

Our mission

Royal Star & Garter was founded in 1916 to care for the severely injured young men returning from the battlegrounds of the First World War. Today, our mission is to provide outstanding care and support that recognises the needs of veterans and their families.

Our care

We provide care, support and friendship for those who have had the courage to serve so that they can live well. We deliver that through high quality Homes, a range of services in the local community, by driving innovative practice and by setting the standards for others to follow. We offer:

- Nursing care
- Dementia care
- Short-break/respite care
- End of life care
- Day care
- Lunch Clubs
- Telephone Friendship Service

About us

Our future

We are developing new services beyond our four Homes, including an outreach service to provide support in veterans' own homes and a community for younger veterans. We continue to reach more ex-Service personnel in residential care through the Veteran Friendly Framework. Our work to promote greater collaboration will deliver better outcomes for the Armed Forces community.

Our knowledge

We have over 100 years' experience in providing pioneering nursing and therapeutic care to veterans living with disability and dementia. We are committed to sharing our knowledge and skills with other organisations to promote better care for all veterans and older people. We partner with health care, military and academic organisations for the benefit of our local communities.

Sharing our experience

We are passionate about innovation in our care to improve the lives of veterans and their families. We have been championing the development of nursing associates in the social care workforce for several years and support many of our carers to develop new skills.

Community Services

Alongside our four Homes, we bring support to veterans and their partners in their own communities. Our Day Services and Lunch Clubs offer company, activities and a warm welcome, and our Telephone Friendship Service makes sure no one has to feel alone.

We're now launching new community teams in Wigan and Portsmouth. Community Physiotherapists and Occupational Therapists will work with people at home to build strength, confidence and independence, and Community Connectors will help us reach people earlier, connecting them with the right support at the right time. Together, they'll help more veterans and their families live well where they are.



High Wycombe

Our High Wycombe Home (rated Outstanding by the CQC) has been designed with comfort and wellbeing in mind. There are plenty of activities to enjoy, opportunities to socialise with friends, or simply relax in the spacious lounges and landscaped garden.

Inspected and rated Outstanding ☆ CareQuality Commission





Solihull

Our Solihull Home is rated Outstanding in all five areas by the Care Quality Commission. Loving, compassionate care is tailored to each individual and every detail designed for comfort and wellbeing, it's a place where residents and their families can truly feel at home.

Inspected and rated Outstanding ☆ CareQuality Commission

Surbiton

With its stunning foyer and relaxed, spacious lounges, our Surbiton Home offers a warm, friendly welcome. Highly trained staff provide specialist care in comfortable surroundings, where the focus is always on the individual.

Inspected and rated Good CareQuality Commission

And rated **'Outstanding'** in the care category.





Worthing

Our Worthing Home places each person at the heart of their care, with personalised rehabilitation plans that promote independence, confidence and wellbeing. The dedicated team includes in-house physiotherapists, occupational therapists and speech and language therapists who offer hands-on support with warmth and encouragement.

Inspected and rated Good CareQuality Commission